

DAIMLER

Daimler Trucks North America
Nasser Zamani
Senior Manager
Compliance and Regulatory Affairs

October 19, 2011

Dan Smith
Associate Administrator for Vehicle Safety
National Highway Traffic Safety Administration
1200 New Jersey Avenue S.E.
Washington D.C. 20590

**Re: Defect Information Report – Supplemental Report No. 1
11V-403, FL-610, Freightliner Coronado Bumper Mounting Brackets**

Mr. Smith,

In accordance with Part 573 of Title 49 of the Code of Federal Regulations, Daimler Trucks North America LLC herewith submits supplemental defect information and copies of documents distributed to dealers.

- (c)(3) Total number of vehicles potentially affected: 224
- (c) (8)(ii) Dealer and distributor notification: Began and ended October 17, 2011
- (c) (10) A copy of communications sent to dealers is attached.

Please contact me if you have any questions.

Sincerely yours,



Nasser Zamani

Cc: Amy Martin, CAL-OSHA
Attachment

A Daimler Company

Daimler Trucks North America LLC
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Portland OR 97217-7699
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Subject: Freightliner Coronado Bumper Mounting Brackets

Models Affected: Specific Freightliner Coronado vehicles with set forward front axles and Logger bumpers with a center tow device manufactured March 9, 2010, through July 15, 2011.

General Information

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, has decided that a defect that relates to motor vehicle safety exists on the vehicles mentioned above.

There are approximately 250 vehicles involved in this campaign.

Certain bumper mounting brackets may crack. If not repaired, propagation of a crack may lead to a separation of the bumper from the vehicle, resulting in a road debris hazard.

The bumper mounting brackets will be replaced with a more robust bracket. Due to the small number of vehicles involved, advance arrangements are required. When a customer contacts you regarding this Recall, place a stock order for the kit and schedule the vehicle to arrive when the kit is in stock at the dealership. Freight may not be claimed.

Additional Repairs

Dealers must complete all outstanding recall and field service campaigns prior to the sale or delivery of a vehicle. A Dealer will be liable for any progressive damage that results from its failure to complete campaigns before sale or delivery of a vehicle.

Owners may be liable for any progressive damage that results from failure to complete campaigns within a reasonable time after receiving notification.

Work Instructions

Please refer to the attached work instructions. Prior to performing the campaign, check the vehicle for a completion sticker (Form WAR260).

Replacement Parts

Replacement parts are now available and can be obtained by ordering the kit number(s) listed below from your facing Parts Distribution Center.

If our records show your dealership has ordered any vehicles involved in campaign number FL610A, a list of the customers and vehicle identification numbers will be available on AccessFreightliner.com. Please refer to this list when ordering parts for this recall.

Recall Campaign

Daimler Trucks
North America LLC

October 2011
FL610A
NHTSA #11V-403
Transport Canada #11-290

Table 1 - Replacement Parts for FL610

NOTE: Due to the small number of vehicles involved, advance arrangements are required. When a customer contacts you regarding this Recall, place a stock order for the kit and schedule the vehicle to arrive when the kit is in stock at the dealership. Freight may not be claimed.

Campaign Number	Kit Number	Part Description	Part Number	Qty. per Kit	Suggested Wholesale*
FL610A	25-FL610-000	BRKT-BMPR MT,SFA,C/TOW,24U,LH	A21-28487-002	1 ea	\$146.87 U.S. \$145.40 CAN
		BRKT-BMPR MT,SFA,C/TOW,24U,RH	A21-28487-003	1 ea	
		SCREW-CAP,HEX,SST,1/2-13 UNC	23-11695-175	6 ea	
		NUT-HEX,PT,1/2-13,C,ZN/AL,.448	23-13833-108	2 ea	
		SCREW-CAP,5/8-11X2.50GR8PO.403	23-09444-250	4 ea	
		WSHR-HRDN,0.69X1.31X.177,ZN	23-09114-000	8 ea	
		NUT-HEX,PT,5/8-11,C,ZC,.559	23-13179-110	4 ea	
		WASHER-FLAT,SST,1/2"	23-10900-050	6 ea	
		WASHER-HRDN,0.53X1.06X.177,ZN	23-09114-003	2 ea	
		8.00(L)x0.190(W)x0.052(T)STD DUTY CABLE	23-09796-309	4 ea	
	Completion Sticker	WAR260	1 ea		

* Please charge all Direct Warranty Customers the above-listed price for the kit, as they are authorized to perform their own Recalls.

Table 1

Removed Parts

Please follow Warranty Failed Parts Tracking shipping instructions for the disposition of all removed parts.

Labor Allowance

Table 2 - Labor Allowance

Campaign Number	Procedure	Time Allowed (hours)	SRT Code	Damage Code
FL610A	Replace front bumper mounting brackets	0.6	996-0858A	000-Modifiedx

Table 2

IMPORTANT: When the recall has been completed, locate the base completion label in the appropriate location on the vehicle, and attach the red completion sticker provided in the recall kit (Form WAR260). If the vehicle does not have a base completion label, clean a spot on the appropriate location of the vehicle and first attach the base completion label (Form WAR259). If a recall kit is not required or there is no completion sticker in the kit, write the recall number on a blank sticker and attach it to the base completion label.

Claims for Credit

You will be reimbursed for your parts, labor, and handling by submitting your claim through the Warranty system within 30 days of completing this campaign. Please reference the following information in QuickClaim®:

- Claim type is **Recall**.
- In the FTL Authorization field, enter the campaign number and appropriate condition code (**FL610A**).
- In the Primary Failed Part Number field, enter **25-FL610-000**.
- In the Parts field, enter the appropriate kit number(s) as shown in the Replacement Parts Table. Due to the small number of vehicles involved, advance arrangements are required. When a customer contacts you regarding this Recall, place a stock order for the kit and schedule the vehicle to arrive when the kit is in stock at the dealership. Freight may not be claimed.
- In the Labor field, first enter the appropriate SRT from the Labor Allowance Table. For administrative time, enter SRT 939-0010A for 0.3 hours.
- For OWL, the VMRS Component Code is 014-002-006
- **Reimbursement for Prior Repairs.** When a customer asks about reimbursement, please do the following.
 - Accept the documentation of the previous repair.
 - Make a brief check of the customer's paperwork to see if the repair may be eligible for reimbursement. (See the "Copy of Owner Letter" section of this bulletin for reimbursement guidelines for this recall.)
 - Submit a Campaign Pre-Approval inquiry to the Warranty Campaigns Department for a decision and authorization number.
 - Include the approved amount on your claim in sublet/outside purchases.
 - In the claim story, first note the authorization number and that the claim includes a reimbursement request.
 - Retain the documentation and provide it to Warranty Campaigns or Claims Processing if requested.
 - When your claim is paid, reimburse the customer the appropriate amount.

IMPORTANT: ServicePro® must be viewed prior to performing the recall to ensure the vehicle is involved and the campaign has not been previously completed. Also, check for a completion sticker prior to beginning work.

Contact the Warranty Campaigns Department from 7:00 a.m. to 4:00 p.m. Pacific Time, Monday through Friday, via Web inquiry at AccessFreightliner.com / Support / My Tickets and Submit an Inquiry, or the Customer Assistance Center at (800) 385-4357, after normal business hours, if you have any questions or need additional information.

To return excess kit inventory related to this campaign, U.S. dealers must submit a Parts Authorization Return (PAR) to the Memphis PDC. Canadian dealers must submit a PAR to their facing PDC. All kits must be in resalable condition. PAR requests must include the original purchase invoice number.

The letter notifying vehicle owners is included for your reference.

Please note that the National Traffic and Motor Vehicle Safety Act, as amended (Title 49, United States Code, Chapter 301), requires the owner's vehicle(s) be corrected within a reasonable time after parts are available to you. The Act states that failure to repair a vehicle within 60 days after tender for repair shall be prima facie evidence of an unreasonable time. However, circumstances of a particular situation may reduce the 60 day period. Failure to repair a vehicle within a reasonable time can result in either the obligation to (a) replace the vehicle with an identical or reasonably equivalent vehicle, without charge, or (b) refund the purchase price in full, less a reasonable allowance for depreciation. The Act further prohibits dealers from selling a vehicle unless all outstanding recalls are performed. Any lessor is required to send a copy of the recall notification to the lessee within 10 days. Any subsequent stage manufacturer is required to forward this notice to its distributors and retail outlets within five working days.

Recall Campaign

Daimler Trucks
North America LLC

October 2011
FL610A
NHTSA #11V-403
Transport Canada #11-290

Copy of Notice to Owners

Subject: Freightliner Coronado Bumper Mounting Brackets

For the Notice to U.S. Customers: This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

For the Notice to Canadian Customers: This notice is sent to you in accordance with the Canadian Motor Vehicles Safety Act.

Daimler Trucks North America LLC, on behalf of its Freightliner Trucks Division, has decided that a defect which relates to motor vehicle safety exists on specific Freightliner Coronado vehicles with set forward front axles and Logger bumpers with a center tow device manufactured March 9, 2010, through July 15, 2011.

Certain bumper mounting brackets may crack. If not repaired, propagation of a crack may lead to a separation of the bumper from the vehicle, resulting in a road debris hazard.

The bumper mounting brackets will be replaced with a more robust bracket. **IMPORTANT:** Advance arrangements are required for this Recall in order to ensure parts are available for your vehicle at the dealership.

Please contact an authorized Daimler Trucks North America dealer. To locate an authorized dealer, search online at www.Daimler-TrucksNorthAmerica.com. The Recall will take approximately one hour and will be performed at no charge to you. When you contact a Daimler Trucks North America dealer, replacement parts will be ordered. The Recall will be performed when the parts have arrived and are in stock at the dealership.

You may be liable for any progressive damage that results from your failure to complete the Recall within a reasonable time after receiving notification

If you do not own the vehicle that corresponds to the identification number(s) which appears on the Recall Notification, please return the notification to the Warranty Campaigns Department with any information you can furnish that will assist us in locating the present owner. If you have leased this vehicle, Federal law requires that you forward this notice to the lessee within 10 days. If you are a subsequent stage manufacturer, Federal law requires that you forward this notice to your distributors and retail outlets within five working days. If you have paid to have this recall condition corrected prior to this notice, you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

For the Notice to U.S. Customers: If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) FTL-HELP after normal business hours. If you are not able to have the defect remedied without charge and within a reasonable time, you may wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the Vehicle Safety Hotline at (888) 327-4236 (TTY: 800-424-9153); or to <http://www.safercar.gov>.

For the Notice to Canadian Customers: If you have questions about this Recall, please contact the Warranty Campaigns Department at (800) 547-0712, 7:00 a.m. to 4:00 p.m. Pacific Time Monday through Friday, e-mail address DTNA.Warranty.Campaigns@Daimler.com, or the Customer Assistance Center at (800) FTL-HELP after normal business hours.

We regret any inconvenience this action may cause but feel certain you understand our interest in motor vehicle safety.

WARRANTY CAMPAIGNS DEPARTMENT

Enclosure

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already **paid** to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts and labor. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Daimler Trucks North America LLC dealer. The following documentation must be presented to your dealer for consideration for reimbursement.

Please provide original or clear copies of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when the repair was done.
- Who repaired the vehicle.
- The total cost of the repair expense that is being claimed.
- Proof of payment for the repair (such as the front and back of a cancelled check or a credit card receipt).

Reimbursement will be made by check from your Daimler Trucks North America LLC dealer.

Please speak with your Daimler Trucks North America LLC authorized dealer concerning this matter.

October 2011
FL610A
NHTSA #11V-403
Transport Canada #11-290

Work Instructions

Subject: Freightliner Coronado Bumper Mounting Brackets

Models Affected: Specific Freightliner Coronado vehicles with set forward front axles and Logger bumpers with a center tow device manufactured March 9, 2010, through July 15, 2011.

NOTE: Due to the small number of vehicles involved, advance arrangements are required. When a customer contacts you regarding this Recall, place a stock order for the kit and schedule the vehicle to arrive when the kit is in stock at the dealership. Freight may not be claimed.

Bumper Mounting Bracket Replacement

IMPORTANT: Do not begin this procedure until the Recall kit is available for your use.

1. Check the base label (Form WAR259) for a completion sticker for FL610 (Form WAR260) indicating this work has been done. The base label is usually located on the passenger-side door about 12 inches (30 cm) below the door latch. If a sticker for FL610 is present, nothing further needs to be done. If no sticker is present, proceed with the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. If the bumper is equipped with road lights, disconnect them.
4. Remove the tow pin.
5. Leaving one set of fasteners on each side of the bumper to support it, remove the remaining fasteners that attach the bumper to the bumper mounting brackets. See Fig. 1.

CAUTION

A Logger bumper is top heavy and weighs about 190 pounds (86 kg). Be careful when handling one, and use a jack if needed. Failure to do so could result in personal injury and/or property damage.

NOTE: The following step requires three persons.

6. With two assistants supporting the bumper, remove the fasteners that are holding it to the vehicle. Remove the bumper, and protect it by laying it on cardboard or strapping it to a suitable jack.
7. Remove the bumper mounting brackets from the vehicle.

IMPORTANT: When installing the bumper and new bumper mounting brackets, use only the new fasteners included in the kit for this Recall. Do not re-install old fasteners.

8. To install the new bumper mounting brackets, position them square with the front closing crossmember, and tighten the hexnuts 136 lbf-ft (184 N-m).
9. If the mounting brackets were nicked during installation, apply touch-up paint to the exposed area(s) to protect them against corrosion.

NOTE: The following step requires three persons.

10. With two assistants supporting the bumper, align the holes in the bumper with those in the bumper mounting brackets, and install the upper mounting fasteners. Install the lower fasteners, tightening the hexnuts finger-tight.
11. With the bumper correctly aligned, tighten the bumper mounting hexnuts to 68 lbf-ft (92 N-m).

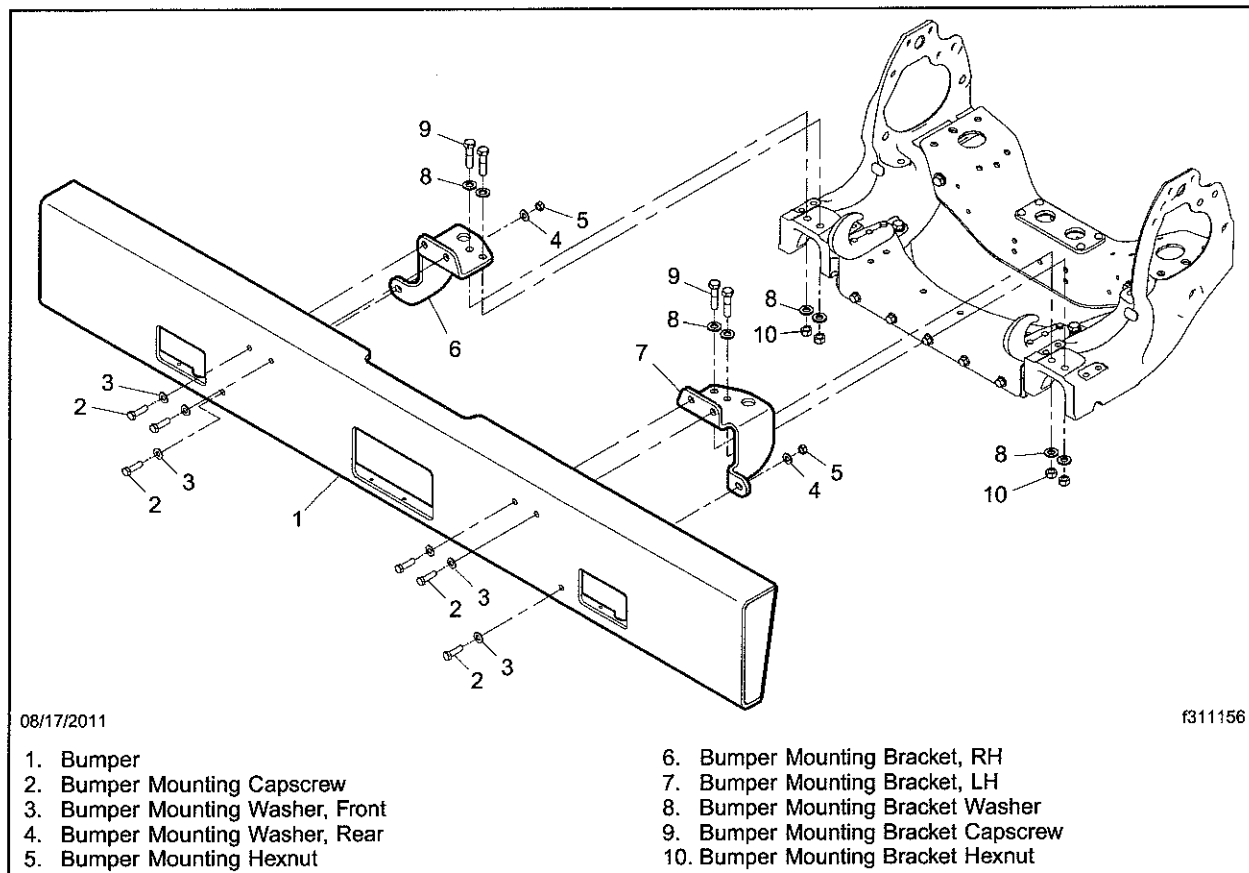


Fig. 1, Bumper and Bumper Mounting Brackets

12. Install the tow pin.
13. If the bumper is equipped with road lights, reconnect them as disconnected.
14. Clean a spot on the base label (Form WAR259) and attach a completion sticker for Recall FL610 (Form WAR260) to the base label.